Addendum: Customer User Guide Updates

This document outlines the changes that have been made to the FAST user guide since the October 23rd release. Please reference the specific page(s) for more detailed information.

Facility Profile
➤ Additional Information Page now includes dock and yard information, CIN List and routing information – Page 74

Drop Ship Web
➤ Explanation of Drop Ship Web and how it affects FAST – Page 79
➤ ZIP/CIN information is added to the Facility Profile Additional Information Page – Page 74
➤ Appointment creation and management now checks if the correct CIN or mail type and class is being dropped at the correct facility – Page 79

Appointment Creation and Management
➤ The Add Content Information and Content Information Management pages now allow all contents to be entered from one page – Page 94
➤ The Appointment Confirmation Page now includes the total number of pallets – Page 98
➤ The Confirm Cancel Appointment Page now contains a cancellation reason – Page 134

Reports
➤ Appointment Rating Analysis Report – On-Time Accuracy view now includes time penalty deductions for appointments created within 8 hours and appointments updated within 8 hours – Page 193
➤ A Closeout Data Report has been added to allow users to search for closeout information and status of up to 10 appointment IDs – Page 204

Resources
➤ Resources section now includes Area-District 3-Digit Data – Page 207

Rating Overview
➤ Appointments with significant volume changes submitted more than 24 hours in advance of the appointment will no longer be penalized – Page 229
➤ Appointments with appointment type changes submitted more than 24 hours in advance of appointment will no longer be penalized – Page 229
➤ Appointments created within 8 hours will be penalized 20 points – Page 229
➤ Appointments updated within 8 hours will be penalized 10 points – Page 229
➤ Cancelled appointments, appointments with a facility change, or appointments with a location change within 8 hours of the appointment will received 15 total points – Page 229
➤ Scheduler Rating is now referred to as Corporate Rating – Page 231
➤ The logic for slot allocation when available slots are less than 4 has been revised – Page 232
➤ Timeline and Rating Calendar has been updated to reflect appointments being created or modified up to 1 hour before the desired appointment time as well as the automatic no show timeframe of 24 hours – Page 233